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VIA FEDERAL EXPRESS

November 6, 2002

Mary L. Cottrell, Secretary
Department of Telecommunications & Energy
Commonwealth of Massachusetts
One South Station, Fl. 2
Boston, Massachusetts 02110

Re: D.T.E. 02-29-13; Gloria Osorio Slamming Complaint

Dear Ms. Cottrell:

Ms. Osorio and Sprint have settled the formal complaint that Ms. Osorio filed in the above-referenced matter, without admitting liability or fault of either party. Ms. Osorio withdraws the complaint filed in this matter, and both parties respectfully request that the matter be closed. Sprint and Ms. Osorio release each other from any claims they have or may have regarding this matter. Thank you for your time and cooperation.

Very truly yours,

Craig D. Dingwall

ACCEPTED AND AGREED:

Gloria Osorio

Date

11/6/02

cc: Ms. Gloria Osorio
Kevin F. Penders, Esq., Hearing Officer